

Autumn 2025

Shine

Your Eastlight residents' magazine

Eastlight
Community Homes



YOUR SERVICES, CLOSER TO HOME

How Eastlight is
working in your
neighbourhood

Pages 4-5



Damp and mould support

Pages 6-7



New app to raise repairs

Page 8



Become a Resident Member

Pages 10-11

What's **Inside**

NEWS
IN BRIEF

Pages 2–3

FEATURE

**Your services,
closer to home**
Pages 4–5

SUPPORT
FOR YOU

**Keeping your
home safe from
damp and mould**
Pages 6–7

**New app to
raise repairs**
Page 8

GET
INVOLVED

**Meet Magenta:
our Trainee
Board Member**
Page 9

**Become a
Resident Member**
Pages 10–11

OUR
COMMUNITIES

**Beaumont House
in full bloom**
Page 12

**From fast repair
to fire rescue**
Page 13

**Peace of mind
with contents
insurance**
Page 13

**A fresh start
for Bobbie**
Page 14

**Cooking up a
community in
Braintree**
Page 15

High marks for Eastlight following inspection

The Regulator of Social Housing has published its latest judgement for Eastlight.

We are pleased to have kept the highest ratings for governance (G1) and financial viability (V1), confirming we are well-led and financially secure.

For the first time, we were assessed against the Regulator's new Consumer Standards, receiving a C2 rating. This means

we meet the standards, with improvements already underway in key areas like repairs and performance reporting.

The Regulator wants to see these continue, and for our Board to keep a close eye on any developments.



Find out more on our website: eastlighthomes.co.uk/news

Out now: Annual Report for Customers

Designed with you in mind, this report transparently covers everything we achieved between April 2024 and March 2025 – from completing almost 44,000 repairs and supporting more than 1,800 residents with damp and mould, to welcoming 860 new households from other social landlords.

And you've been key to it all, shaping our services and giving us feedback on the things that matter most to you.

Jargon-free and shaped by residents, our Annual Report keeps us accountable and

highlights the next steps we're taking to improve your services.

Head to our website to read the full report and see how you're helping us drive real change. Or contact us to request a copy sent straight to your door!





WHAT DO RECHARGES MEAN FOR ME?

We're here to help keep your home safe and well maintained.

Our Repairs Team plan to resolve issues in your home as soon as you make them known to us – but in some cases, you may be responsible for covering the cost of your repair.

This may happen if you get locked out of your home and need help gaining entry, or for damages not caused by normal wear and tear, for example.

If the issue doesn't pose an immediate risk to your health and safety or risk significant damage to your home, you may be asked to arrange for someone to carry out the repair.

If you become responsible for organising or paying for your own repair, we'll discuss this clearly with you, including where to find reputable companies and how much you should expect to pay.



Find out more here:
eastlighthomes.co.uk/repairs

We know many of you in Colchester have been waiting for your very own Eastlight Resident Group (ERG) to make a difference in your neighbourhood. Wait no more!

On Thursday, 6 November, residents came together with Eastlight staff to find out how they can get involved with making their

community a better place to live.

Missed the event? No problem! There's still time to be a part of the change, meet new people and shape your community.



Sign up here:
www.eastlighthomes.co.uk/get-involved/



Reduce winter heating bills

If you're worried about paying your bills this winter, there is support available.

These include Winter Fuel Payments, Help to Heat schemes and The Big Community Switch, as well as the Energy

Price Cap, which is set at £1,755 per year between October and December.



Find out more on our website: eastlighthomes.co.uk/cost-of-living/



YOUR SERVICES, CLOSER TO HOME

HOW WE'RE SHAPING OUR SERVICES AROUND YOU AND YOUR NEIGHBOURHOOD.



MOVING INTO YOUR HOME

It's our job to make sure your home is safe and comfortable, and you can feel proud of your neighbourhood. That's why we're changing how we work, so it's easier for you to get help when you need it.

From December, you'll have a named Neighbourhood Lead who will be responsible for your home and local area. They will understand your challenges and be able to resolve issues quickly, building stronger, more trusted relationships.

This new way of working is in response to your feedback and has been shaped by residents on our Customer Influence Committee and Active Residents Network.

WHY IS EASTLIGHT CHANGING?

Many of you have told us you're more satisfied with Eastlight than in previous years, especially when you have a simple query. But we know that some of our services can feel slow when you have to contact different team members, and that it's not always clear who to turn to for more complex issues.

Our new Neighbourhood Leads and their teams will change that.

WHAT CAN I EXPECT?

We'll be concentrating on the housing and neighbourhood services that you have told us matter most to you.

Your Neighbourhood Lead will have the skills, expertise and support to help when you:

- First move into your home
- Need help paying your rent or service charge
- Have questions about your tenancy or lease
- Need something fixed
- Want to raise issues or concerns about your area.



←
Eastlight resident,
Shereen,
and family.

Instead of needing to speak to several people at Eastlight, your Neighbourhood Lead will take ownership and resolve things faster.

You'll also see more of them around in your community too, with regular walk-about and neighbourhood meetings, where you can discuss decisions and agree priorities for your area together.

HELP PAYING YOUR RENT OR SERVICE CHARGE

QUESTIONS ABOUT YOUR TENANCY OR LEASE

NEED SOMETHING FIXED

We will work more closely with our local partners so you can continue to receive extra support when you need it – such as wellbeing advice or help accessing the benefits you're entitled to.

Behind the scenes, we're building new systems to give our team members the right information at the right time.

AN EASIER WAY TO GET IN TOUCH
Seven in 10 of you have also asked for more online services. The updated 'My Eastlight' portal and app (see page 8) will make it quicker and easier for you to manage your home and organise your own appointments, with confidence.

WHAT'S NEXT?
We're making sure these changes go smoothly and that you're kept updated. Leading up to December, you'll receive more details – including who your Neighbourhood Lead is and how they will support you.

Put simply, when you need us, we'll be there – faster, more visible and more personal than ever before.

GOT A QUESTION?

-  customer.services@eastlighthomes.co.uk
-  eastlighthomes.co.uk
-  **0330 128 0330**



KEEPING YOUR HOME SAFE FROM

DAMP & MOULD

FROM THIS OCTOBER, EASTLIGHT WILL FOLLOW THE NEW 'AWAAB'S LAW', WHICH REQUIRES US TO TAKE ACTION ON DAMP AND MOULD WITHIN STRICT TIMEFRAMES.

We know damp and mould can be a real worry for many Eastlight residents. That's why our expert Healthy Homes Team are on hand to work with you to understand what's causing the problem, find the best way to fix it and prevent it from coming back.

WHAT IS AWAAB'S LAW?

The new law came into effect on 27 October 2025, named in memory of two-year-old Awaab Ishak, who tragically died due to mould in his home in Rochdale in 2020. It makes sure all social landlords, including Eastlight, act quickly when we receive a report of damp and mould.

WHAT CAN YOU EXPECT?

Our damp and mould service already meets the timelines stated within Awaab's Law. However, we've introduced further improvements this year to make sure you feel listened to, are communicated with effectively and receive a speedy resolution.

When you report damp and mould to us, we will:

- Address all emergency issues within 24 hours
- Investigate other reports of damp and mould within 14 calendar days
- Clean affected areas, while checking the levels of damp, moisture and humidity in your home
- Complete minor repairs on the spot, if we can, and book any additional repairs
- Contact you within two days with a summary of our first visit and any next steps.

NEED TO REPORT DAMP AND MOULD?

Please contact us immediately. The earlier we know, the earlier we can help.



customer.services@eastlighthomes.co.uk



eastlighthomes.co.uk/damp-mould



0330 128 0330
(especially for emergencies)



TOP TIPS FOR KEEPING YOU AND YOUR HOME SAFE AND HEALTHY

1



Open a window every day, even a short way just for a few minutes, to let some fresh air in

2



Cooking or showering? Pop the windows open, shut the doors and switch on the extractor fan if you've got one

3



Let the sunshine in! Opening your curtains helps to keep your home dry and bright

4



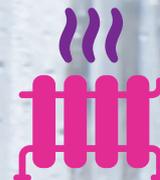
Can't dry clothes outside? Use a clothes horse in the bathroom, close the door and turn on the fan/open a window to stop moisture building up

5



Try to keep your home at a **steady temperature between 18-21 degrees Celsius** – this helps prevent condensation and mould

6



Not sure how your heating works? Don't be afraid to ask us!

7



Wipe away any condensation from windows and surfaces when you spot it

8



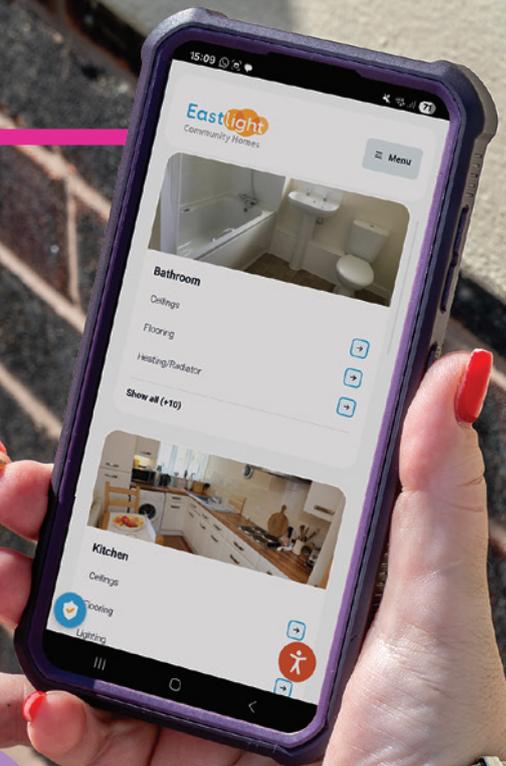
Got mould on the walls? Use a mould and mildew spray to clean it. Just make sure you read the label first

EVERYTHING IN ONE PLACE



DO IT ALL ONLINE -
ANYTIME, ANYWHERE.
NO NEED TO CALL!

COMING
SOON!



“
It saves
so much time,
and it'll be so
much easier.”

You've told us that you want to be able to book and change appointments for repairs yourself, quickly and easily.

That's why we're improving your 'My Eastlight' self-service portal, so you can do just that.

DO IT ALL IN A FEW CLICKS

Soon, you'll be able to use the new My Eastlight portal to:

- Book or change a repair appointment*
- Check your rent balance or make a payment
- Report damp and mould
- Report anti-social behaviour
- Send us a compliment or a complaint
- Update your details.

*Only available to
Eastlight tenants.

MY EASTLIGHT, DESIGNED BY YOU

The portal has been created with the help of our volunteer residents, from current portal users to members of our Active Residents Network and Customer Influence Committee. On testing the new portal, one resident said: "It's just the ease of it and how quick it is. Sometimes, it's being able to quickly log on and check something without having to make a phone call. It saves so much time, and it'll be so much easier."

COMING SOON!

Look out for an email from us once the new portal and matching mobile app launch.

MEET MAGENTA: OUR NEW RESIDENT TRAINEE BOARD MEMBER!



EARLIER THIS YEAR, WE WELCOMED APPLICATIONS FOR AN EASTLIGHT RESIDENT TO JOIN US AS A TRAINEE BOARD MEMBER.

The Board helps to guide Eastlight's future direction, making sure we make good decisions, listen to residents and provide the homes and services people really need. Thank you to everyone who applied.

A familiar face to Eastlight, Magenta Lavey has now taken up the mantle!

"Hi there, I'm Magenta – an Eastlight resident living in Suffolk. I'm thrilled to have recently been appointed as Eastlight's new Trainee Board Member.

"I've been part of the Eastlight community since 2022 and have really enjoyed my time on the resident-led Customer Influence Committee (CIC). Being on the CIC has given me the chance to listen to other residents' views and work with Eastlight to improve its services

– an experience that inspired me to get even more involved.

"When I saw the opportunity to become a Trainee Board Member, I wanted to bring my skills in communication and problem-solving to the role, while also learning more about governance and leadership. I'm excited to work alongside the Board, residents and the Eastlight team to help shape decisions that make a real difference.

"As part of my new role, I'll be chairing the Resident Members Steering Group, which will make sure the Resident Members Charter is firmly embedded within Eastlight. I'm looking forward to encouraging resident involvement and helping guide discussions that influence Eastlight's priorities now and in the future.

"For anyone thinking about getting involved, I'd say: go for it! Your voice truly matters, and being part of these groups is a great way to make sure Eastlight is always doing what's right by us.

"I'm proud to serve as a Trainee Board Member, making a positive impact alongside my fellow residents."

Your voice truly matters."

EAGER TO SHARE YOUR VOICE?

Find out how to get involved:



[eastlighthomes.co.uk/get-involved](https://www.eastlighthomes.co.uk/get-involved)

GET INVOLVED

BECOME A RESIDENT MEMBER

RESIDENT
MEMBERS C



Eastlight
resident members,
Govin and Rama.

OUR RESIDENT MEMBERS CHARTER GIVES YOU A RANGE OF OPPORTUNITIES TO SHAPE EASTLIGHT FOR THE BETTER.

On 23 September 2025, residents came together to celebrate the launch of our new Resident Members Charter – a real step forward in making sure your voice counts at Eastlight. If you couldn't make it, don't worry. You can still get involved and help make a difference in your community.

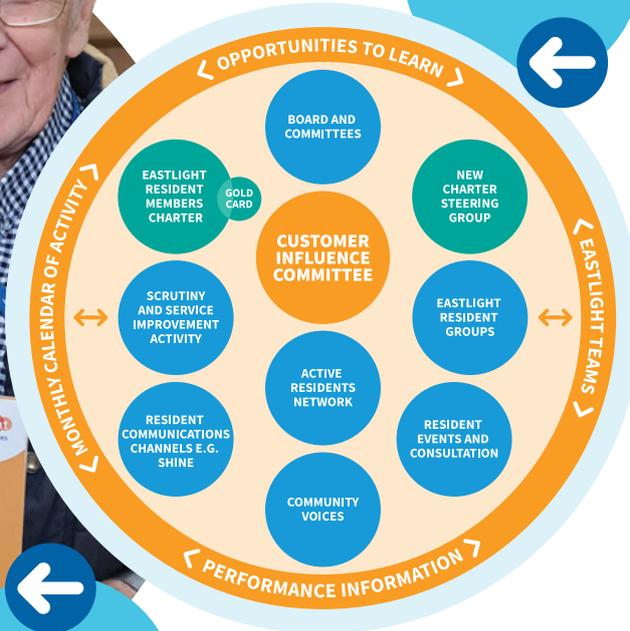
SO, WHAT IS A RESIDENT MEMBER?

It's simple. When you become a Member, you'll get your own card, with regular updates about ways to share your ideas, join activities and influence the services you use every day.

It's our promise to you that your opinions will help shape Eastlight



The Eastlight Community Gateway Circle.



Resident, Roy, receives his membership pack.

for years to come. Under the Charter, the Eastlight Community Gateway Circle brings all resident involvement together in one place, so everyone can take part, have their say and feel included.

Being a Resident Member opens up lots of ways to get involved:

- Check how well Eastlight is doing and suggest improvements
- Join workshops, surveys and events to share your experience
- Take part in Eastlight Resident Groups (ERGs) to make your neighbourhood better
- Share your ideas to help develop Eastlight's work
- Speak up for your area so your community's voice is heard.

Residents who are already involved with Eastlight have made a real impact. Between April 2024 and March 2025, active residents gave more than 680 hours to improving our complaints process, testing new online tools and much more. Meanwhile, local ERGs have added new benches, planted flowers and improved shared spaces, making neighbourhoods nicer for everyone.

Becoming a Resident Member is easy. Just tell us your name, address, phone number, email and what you're interested in. We'll keep you informed and connected so you can influence the things you care about.

SIGN UP TODAY



eastlighthomes.co.uk/get-involved

RESIDENT INFLUENCE AT EASTLIGHT 2024-25

In our latest report, you can find out how our active residents have improved the way we work in the last year.

Discover more about:

- Eastlight's resident-led Customer Influence Committee and their focus areas
- The Active Residents Network and how their feedback has made a positive difference
- The policies and strategies residents helped us to create and improve
- Community funding awarded to organisations and charities
- Engagement and learning opportunities for residents
- New ways to scrutinise services and change how we work.



Read more here: eastlighthomes.co.uk/publications/

BEAUMONT HOUSE IN FULL BLOOM



The garden now bursts with colour, thanks to Joyce.

INSPIRED BY HER GRANNY WHO TAUGHT HER HOW TO GROW FROM SEED, 90-YEAR-OLD EASTLIGHT RESIDENT, JOYCE WYNTER, HAS CREATED A BLOOMING LOVELY DISPLAY IN HER COMMUNAL GARDEN IN COGGESHALL.

As soon as she moved into the Beaumont House scheme more than four years ago, Joyce knew she wanted to bring the garden to life, having spent years tending with care to the one in her previous home. She said: "I really missed my own garden, so I wanted to bring some flowers and life to my new home."

Joyce initially placed three hellebore plants on her windowsill but was soon digging out her gardening gloves and planting petunias, busy lizzies, begonias, roses and more outside – creating something long-lasting and beautiful.

Fellow residents have appreciated Joyce's green-fingered efforts over the years. Neighbour, Martin, said: "We love going out there for a barbeque – the flowers are lovely to look at. I'm not a gardener but I've learnt

so much from her – it's quite addictive to watch her work blossom.

"Thank you so much, Joyce, for putting some beautiful colour into our lives."

Joyce said: "It's very therapeutic. As long as I can, I'll keep doing it. I have to sit down to do most of it, but I just get on with it, as you do."

Thank you so much, Joyce, for putting some beautiful colour into our lives."

JOYCE'S TOP TIPS FOR WINTER PLANT PREP

-  Plant bulbs for daffodils and tulips around October time, and they should flower a couple of months later
-  Hellebores flower each year – just remove the dead leaves, and you'll see the new buds underneath. They're so lovely in the water and come in great colours
-  Keep deadheading (removing dead buds) as you go along.

Know someone doing something great in your community, or have a story to share? Get in touch here: shine@eastlighthomes.co.uk

FROM FAST REPAIR TO FIRE RESCUE

AFTER DOING A REPAIR IN A RESIDENT'S HOME IN EAST HANNINGFIELD, AN EASTLIGHT PLUMBER HEARD A HUGE BANG AND SAW A CARPORT ERUPT INTO FLAMES.

When he realised residents were still inside – including children – who didn't know what was happening, Plumber John wasted no time in rushing to the property nearest the fire and wrenching open a window to raise the alarm.

He quickly helped the family find safety outside and called the fire service, as well as alerting those in nearby properties – another three of which became severely damaged. He then remained at the scene, helping

to keep all residents safe, calm and supported.

Meanwhile, others across Eastlight worked closely with the emergency services and stayed late into the night to ensure all affected families had somewhere to stay.

Eastlight's Chief Executive, Emma Palmer, said: "I am incredibly proud of all the Eastlight colleagues who work together to help keep residents safe from harm when they find themselves



Some of the damaged homes in East Hanningfield.

in challenging, and sometimes dangerous, circumstances.

"A stark reminder for us all to test our smoke alarms weekly – it could save a life."

Residents continue to be supported by our staff.



PEACE OF MIND WITH CONTENTS INSURANCE

Events like this show just how quickly the unexpected can happen. Whilst we'll always be here to help, contents insurance can give you peace of mind that your belongings are protected too.

We've partnered with Aviva to offer you cover from as little as 90p a month*, with no excess to pay if you need to make a claim. This can help with replacing items lost through fire, theft, flooding and more.

Eastlight doesn't receive any commission or benefits from promoting this product. You should always look around to find the best offer for you.

FIND OUT MORE HERE



www.eastlighthomes.co.uk/contentsinsurance/

*Price for £4,000 standard cover, includes Insurance Premium Tax (IPT) charged at the appropriate rate. Acceptance restrictions may apply for conviction and claims experience. Terms and conditions apply. The policy is arranged by Aon UK Ltd and underwritten by Aviva Insurance Limited and administered by Wessex Administration Services Limited who are all authorised and regulated by the Financial Conduct Authority. FPT.CI.2025.556.GG

A FRESH START FOR BOBBIE

A FORMER HOMELESS RESIDENT CAN'T WAIT TO START LIVING HER LIFE AGAIN AFTER SECURING A NEW HOME WITH EASTLIGHT'S SUPPORT.



Bobbie and her pets, safe at home.



It has been a long road for Bobbie Town, 35, who is now happy to call herself an Eastlight resident.

Problems began when she was living in Romford. Trapped in an abusive marriage, Bobbie's life was rocked further when she was diagnosed with a severe form of brain tumour.

A difficult time followed with Bobbie losing her job and experiencing the passing of her Nan. Breaking free from her abusive relationship, Bobbie was catapulted into homelessness for the first time.

Bobbie and her pets found refuge in a garden annexe and began searching for a new home. Bobbie said: "After going through a fair few challenges, I managed to find somewhere I thought was going to be the home of my dreams. This ended up being so far from that. Once again, I found myself in absolute hell."

Landing in a house in Twinstead, Essex, Bobbie says she suffered severe abuse from her live-in landlord and felt trapped in the house which became a "prison-like" environment.

At breaking point, Bobbie reached out to several local authorities, including the council who put her on the housing register.

She was then made homeless for a second time and was forced to 'sofa surf' between friends' houses for more than a year. During this already difficult time, Bobbie also

ended up losing her best friend. The loss made it even more important for her to gain some much-needed added security.

That's when Bobbie was put in touch with Eastlight's Lettings Team who worked hard to find her a place to call home.

Bobbie was in touch with Eastlight staff throughout the process and was accompanied to property viewings. Quickly afterwards, they processed her rent, handled all the relevant documentation and provided the code for the key safe.

Now an Eastlight resident, Bobbie is living in an affordable rented home in Halstead and can finally start to rebuild her life.

Bobbie said: "This was the answer to all my prayers. I finally have my very own sanctuary and safe place, which I absolutely love and can start afresh. I can't thank Eastlight enough."

"I've felt so seen and supported. I'm so proud to be an Eastlight resident."

COOKING UP A COMMUNITY IN BRAINTREE

RESIDENTS CAME TOGETHER TO CELEBRATE RECEIVING A MUCH-NEEDED UPGRADE TO THEIR COMMUNAL KITCHEN.

Mulberries in Braintree is one of Eastlight's Housing for Older People schemes, offering accommodation to residents over 55-years-old. These apartments often include communal living facilities, such as a shared lounge, kitchen area and gardens.

Mulberries is home to more than 40 residents and overseen by on-hand Eastlight colleagues who make sure all their needs are met.

Although individual kitchens at the scheme were recently refurbished, Eastlight staff wanted to add a bit of flavour to the building's communal kitchen.

Following ongoing feedback and engagement with colleagues, residents were thrilled to find out that work would finally begin in May earlier this year.

With a community barbeque planned for August, our teams got straight to work, doing all they could to make sure the kitchen was dished up just in time for the special event.



Eastlight residents and staff in the new kitchen.



Completed on time and designed to meet their delights, residents loved the new look and equipment – which included fresh cupboards, decoration, a new oven and dishwasher – digging straight in to use the facilities for their summer celebration.

Long-time scheme resident, Mo, said at the barbeque: "The kitchen is fantastic. We're over the moon."

Fellow resident, Wendy, said: "I'm planning on doing a Christmas dinner in the new kitchen – its good we've got the big dishwasher now. I like to celebrate any festival, weddings, bar mitzvahs, you name it!"

We can't wait to dig in at Wendy's future cook-outs...

“

I'm planning on doing a Christmas dinner in the new kitchen – its good we've got the big dishwasher now.”

Wendy, Eastlight resident

COMING
SOON!

REPORT & CHANGE REPAIRS IN A FEW CLICKS

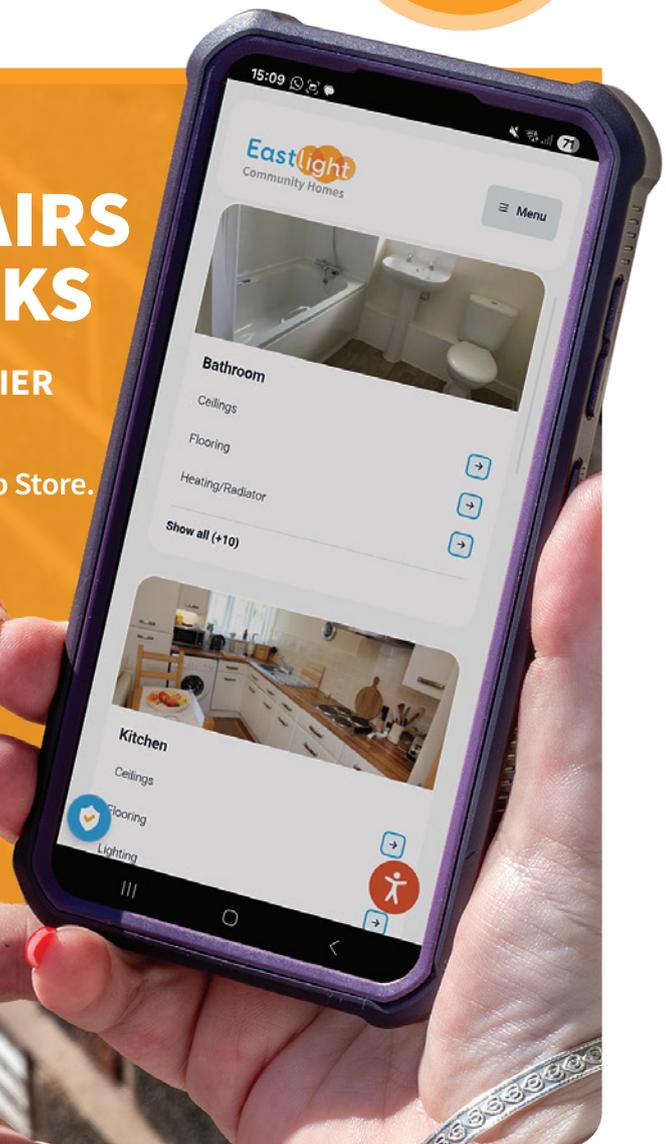
MANAGING YOUR HOME HAS NEVER BEEN EASIER
WITH OUR NEW MY EASTLIGHT MOBILE APP.

Search 'My Eastlight' from the Google Play or Apple App Store.

Once you've logged in, you can:

- Report and change repair appointments, quickly and easily
- Pay your rent, anytime, anywhere
- Share a compliment or complaint
- Let us know about damp and mould or anti-social behaviour.

Look out for an email from us when it launches soon.



Contact us

Email: customer.services@eastlighthomes.co.uk



facebook.com/eastlighthomes

Write to: Eastlight House, Charter Way,
Braintree, Essex, CM77 8FG



instagram.com/eastlighthomes

Visit: www.eastlighthomes.co.uk



twitter.com/eastlighthomes

Portal: www.portal.eastlighthomes.co.uk



linkedin.com/company/eastlight-community-homes-

Call: 0330 128 0330 (local rate)

We really value your comments, compliments and complaints, as they help us to shape the services we provide to you. Please get in touch, any time.

If you need this magazine in a different format or language, please let us know.



Eastlight
Community Homes